

# 2025 Community Consultation Report

We recently completed another round of eight consultations as a part of our ongoing efforts to improve how we listen, connect and respond to renters, community members and local organisations. This time, we held sessions in: Broadmeadows, Echuca, Frankston, Geelong, Morwell, Ringwood, Shepparton and Warrnambool.

At the consultation sessions, we let renters and community members know about:

- how AHV has worked to improve maintenance processes since the 2024 consultations;
- new community engagement opportunities like the renter portal; and
- our work through AHV's leadership and secretariat roles within Mana-na Woorn-Tyeen Maar-Takoort, Victoria's Aboriginal Housing and Homelessness Policy to increase the supply of housing for community.

Renters and community members were also surprised to learn that AHV does not receive any ongoing government funding for its housing tenancy management and maintenance services, as AHV's ongoing funding is solely from the rents received. The key issues raised by renters and community members were:

- The urgent need for more housing, both long and short term, and housing in a range of sizes.
- Improving maintenance, with much of the feedback related to the delays, rather than works not being done.

For further information, including plans for , please go to [ahvic.org.au](https://ahvic.org.au)

## Our community said...

## In response AHV will...

More homes are needed, both short term and long-term, and in a range of bedroom sizes.



Continue to advocate to State and Federal governments for more housing.

Workers report that having no housing impacts the access and success of health and support services, e.g. detox services, family violence services; and people being in hospitals and prisons longer than necessary.



Continue to advocate for:

- more short and long term housing
- the two Aboriginal homelessness entry pilots to be made ongoing, and for housing to be part of the programs.

Workers report that there is a rental shortage in regional and coastal areas, especially for areas that are holiday destinations.



Work with local services to develop regional housing plans.

Surprise that AHV does not receive any ongoing government funding, and that housing support services are not funded.



Continue to advocate for more funding for housing and Aboriginal support services. Share renter and community stories as a part of this advocacy.

There have been improvements in maintenance getting done. Further improvements are for the works to be done more quickly, and for better communication from contractors.



Continue improving maintenance systems, e.g. providing renters with a job order number so they can track their works, and making sure that AHV contractors text renters to make and confirm maintenance appointments.

Some contractors lacked cultural safety and awareness.



Ensure Aboriginal cultural safety standards as outlined in AHV's Code of Conduct are upheld by contractors.

More engagement with AHV through face-to-face consultations and closer relationships with ACCOs.



Continue to hold regional community consultations, collaborate more with ACCOs, including Housing Officers being at ACCOs and community events.

The Renter Portal is great to be able to log maintenance and check information. However, some community members prefer to ring and speak to someone and receive information in the post.



Continue to improve the Renter Portal and use texts and other digital communication. Make sure our written communications are in plain language and that we use multiple communication methods e.g. direct calls, letters, emails and texts.